



Received & Inspected

JUL 06 2016

REDACTED -- FOR PUBLIC INSPECTION
FCC Mail Room

July 1, 2016

Via Electronic Filing

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Re: WC Docket No. 14-58
2016 ETC Annual Report Pursuant to 47 C.F.R. § 54.313 and 54.422
2016 ETC Annual Report of Citizens Telephone Cooperative, Study Area Code 190225

Dear Secretary,

On behalf of Citizens Telephone Cooperative, we have attached for filing confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to 47 CFR 54.313 and 47 CFR 54.422 of the Commission's rules. Citizens Telephone Cooperative, seeks confidential treatment under the Commission's existing confidentiality rules at 47 CFR 0.457 and 47 CFR 0.459 for the information filed pursuant to Section 54.313(a)(1) and Section 54.313(f)(2) of the Commission's regulations¹. The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Sincerely,

/s/ Leah Richter
Senior Financial Analyst
Phone: (605) 995-1793
Fax: (605) 995-1778
Leah.Richter@Vantagepnt.com

Enclosure(s)

cc: Greg Sapp, CEO/General Manager, Citizens Telephone Cooperative
Charles Tyler, Telecommunications Access Policy Division

No. of Copies rec'd 0+1
List ABCDE

¹ *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, 27 FCC Rcd 14231 (Wireline Comp. Bur. 2012) (Protective Order).

<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Tina Osborne
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5407452111 ext.583
<039>	Contact Email Address: Email of the person identified in data line <030>	tinaosborne@citizens.coop
Form Type		54.313 and 54.422

Received & Inspected

JUL 06 2016

FCC Mail Room

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3050-0096/OMB Control No. 3050-0019
July 2013

<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
<035>	Contact Telephone Number - Number of person identified in data line <030>	5407452111 ext. 583
<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

<110>	Has your company received its ETC certification from the FCC?	<input checked="" type="radio"/> (yes / no)
<111>	If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	<input checked="" type="radio"/> (yes / no)

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing \$ 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

2_Year_Progress_Report_Map_190225.pdf, 5 Year Plan-Progress Report_20160628.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	Yes
<114>	Report how much universal service (USF) support was received	Yes
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Yes

FCC Form 481
OMB Control No. 3020-0006/OMB Control No. 3050-0019
July 2013

1902252017

Tina Osborne

5407452111 ext. 583

tinaosborne@citizens.coop

ages?

(EIR) Unfulfilled Service Request
Data Collection Form

FCC Form 481
OMB Control No. 3050-0286/CMB Control No. 3050-0219
July 2013

<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
<035>	Contact Telephone Number - Number of person identified in data line <030>	5407452111 ext. 583
<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

<300> Unfulfilled service request (voice)	0
---	---

<310> Detail on attempts (voice)	Name of Attached Document
<320> Unfulfilled service request (broadband)	0

<330> Detail on attempts (broadband)	Name of Attached Document
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(400) Number of Complaints per 1,000 customers Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0818 July 2013
--	--	--

<010> Study Area Code 190225

<015> Study Area Name CITIZENS TEL COOP

<020> Program Year 2017

<030> Contact Name - Person USAC should contact regarding this data Tina Osborne

<035> Contact Telephone Number - Number of person identified in data line
<030> 8407452111 ext. 583

<039> Contact Email Address - Email Address of person identified in data line
<030> tinaosborne@citizens.coop

<400> Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice

<410> Complaints per 1000 customers for fixed voice 0.0

<420> Complaints per 1000 customers for mobile voice

<430> Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband

<440> Complaints per 1000 customers for fixed broadband 0.0

<450> Complaints per 1000 customers for mobile broadband

(300) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FDG Form 481 OMB Control No. 3060-0084/OMB Control No. 3060-0819 July 2018
<010> Study Area Code	190225	
<015> Study Area Name	CITIZENS TEL COOP	
<020> Program Year	2017	
<030> Contact Name - Person USAC should contact regarding this data	Tina Osborne	
<035> Contact Telephone Number - Number of person identified in data line <030>	9407452111 ext. 583	
<039> Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop	
<500> Certify compliance with applicable service quality standards and consumer protection rules	Yes	
<510> Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	Service Quality Standards&Consumer Protection_190225.pdf	

(602) Functionality in Emergency Situations Data Collection Form		RCC Form 481 OMB Control No. 3060-0806/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
<035>	Contact Telephone Number - Number of person identified in data line <030>	5407452111 ext. 593
<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	Functionality in Emergency Situations.pdf

FCC Form 481
OMB Control No. 3060-0265/FOMB Control No. 3060-0819
July 2013

<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
<035>	Contact Telephone Number - Number of person identified in data line <030>	5407452111 ext. 583
<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens_coop
<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

[illegible]

<813>



<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop
<900>	Does the filing entity offer tribal land services? (Y/N)	No

<910>	Tribal Land(s) on which ETC Serves
-------	------------------------------------

<920>	Tribal Government Engagement Obligation
-------	---

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

<010>	Study Area Code	150225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
<035>	Contact Telephone Number - Number of person identified in data line <030>	5407452111 ext. 583
<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosbornescitizens.coop

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document



<010>	Study Area Code	130225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

<1100> Certify whether terrestrial backhaul options exist (Y/N)

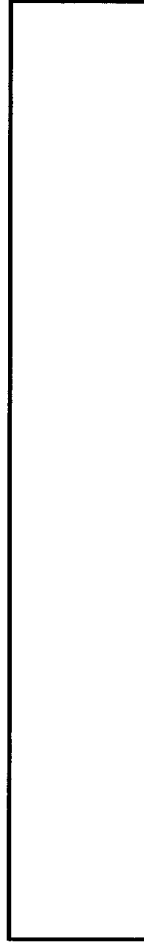
No

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

Yes



<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
<020>	Program Year	2017
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<035>	Contact Telephone Number - Number of person identified in data line <030>	5407452111 ext. 583
<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop



Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP <https://citizens.coop/phone/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

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<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support

<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support

<2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.

<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(iii). Round 2 recipients only.

<2024A> Round 2 Recipient of Incremental Support?

<2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2025A> Round 1 or Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing Required Information

Name of Attached Document Listing Required Information

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in \$54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in \$54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in \$54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in \$54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

Name of Attached Document Listing Required Information

Name of Attached Document Listing Required Information

<010>	Study Area Code	190225
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<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Tina Osborne
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<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification (47 CFR § 54.313(f)(1)(ii))	Yes - Attach Certification
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	No - No New Community Anchors
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	(Yes/No) <input type="radio"/> <input checked="" type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	(Yes/No) <input type="radio"/> <input type="radio"/>
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	<input type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information



<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
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<035>	Contact Telephone Number - Number of person identified in data line <030>	
<035>	Contact Telephone Number	5407452111 ext. 583
<039>	Contact Email Address - Email Address of person identified in data line <030>	
<039>	Contact Email Address	tinaosborne@citizans.coop

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant in Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	190225
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information



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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: CITIZENS TEL COOP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/30/2016
Printed name of Authorized Officer: Tina Osborne	
Title or position of Authorized Officer: BILLING SPECIALIST	
Telephone number of Authorized Officer: 5407452111 ext.583	
Study Area Code of Reporting Carrier: 190225	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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<039>	Contact Email Address - Email Address of person identified in data line <030>	tinaosborne@citizens.coop

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

<010>	Study Area Code	190225
<015>	Study Area Name	CITIZENS TEL COOP
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1/1/2016	
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	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

<703>

[illegible]

[illegible]

REDACTED-FOR PUBLIC INSPECTION

REDACTED - FOR PUBLIC INSPECTION

CITIZENS TELEPHONE COOPERATIVE (SAC 190225)

ATTACHMENT LINE 112

**Service Quality Improvement Reporting
Pursuant to 47 C.F.R § 54.313(a)(1)**

ATTACHMENT REDACTED IN ENTIRETY



Service Quality Standards

OBJECTIVE

The Service Quality Standards outlined in this document are to be used to shape Technician habits in order to achieve a more efficient, consistent and customer focused standard of service.

OVERVIEW

This guideline will serve as a uniform set of standards and requirements which will be utilized to guide technician etiquette and practices while interacting with customers and while working at a customer premise.

GENERAL GUIDELINES

Technician Presentation

1. Dress to impress and be very polite and courteous. There is a good chance that you will be one of the only Citizens representative that the customer may ever meet.
2. Citizens issued ID Badge must be kept on your person or at minimum, in your installation vehicle at all times when on "Active Duty". Badge must be immediately produced and shown to any customer requesting identification.
3. Never enter a customer premise without boot covers on your shoes. Weather, ground conditions and cleanliness of residence is irrelevant. We will always wear boot covers in every house, every day.

Customer Management

1. Manage the customer expectations closely and advocate for a design that benefits each party equally.
2. Keep safety, customer preferences/concerns, quality of installation and time management at the forefront of your thoughts during the entire process.
3. Work with an unreasonable customer to eliminate wild expectations and/or unwarranted concerns. Do this by remaining courteous and professional while you educate and reassure.
4. When providing estimates for additional work, always attempt to overestimate by a small margin. Make sure you under promise and over deliver. An installation completed under budget will make the customer feel that they received good value.

SPECIFIC GUIDELINES

Prior to Arrival

1. Prior to arrival at residence, contact customer and let them know your ETA (allow for ½ hour notice if possible).
2. Pull service order or trouble ticket on CDG, assign to self and review entire task in detail. Save ticket PDF or email ticket to self to ensure you have all required documentation on hand (very important when no connectivity is available at residence).
3. Make certain that all necessary tools, equipment and materials are stocked on your installation vehicle.
4. Inspect your clothing and appearance. Make changes if required. Stop and use the restroom prior to arriving at customers house.

Arrival at Residence

1. Upon arrival at residence, enter driveway slowly with caution and avoid driving in yard or damaging plants, trees, pavers, borders, mulch beds, etc.
2. If at all possible do not block customer owned vehicles, garage doors or outbuildings.
3. From your vehicle, briefly look around the exterior of home and commit to memory the layout, construction materials, NID location, etc. Do not "walk" the exterior at this time.
4. Gather required paperwork, boot covers and equipment and proceed directly to the main entrance of the residence (the door that appears to be the primary point of entry).
5. Ring door bell or knock and immediately place boot covers over shoes. When customer arrives at door; identify yourself by name, company and reason for visit.
Example: "Hello, my name is Clutch Cable with Citizens Telephone. I am here to install your high-speed DSL internet service".

Interior Site Survey

1. Discuss installation/trouble with customer in detail prior to beginning any work.

2. Walk interior of home with customer to gain knowledge of floor plan, construction type, customer expectations and wishes.
3. Discuss the proposed or preferred locations for the Modem, Wireless Router, STB, Termination Jacks, etc.
4. Educate customer on interior delivery technologies; existing customer house wiring, Ethernet over Power (EOP), wireless routers, etc.

Exterior Site Survey

1. Request that customer walk with you (if they are physically able) to look at exterior service delivery and scope of work. Take them to the NID (or ground buss on analog system) and explain where Citizens Plant ends and Customers house wire begins. Help them understand who is responsible for each segment of the circuit.
2. Discuss cabling and Point of Entry (POE) requirements. If drilling is required for a new POE, discuss possible locations, diameter of holes and wall bushings with customer.

Prepare Installation & Repair Reference Sheet (IRS)

1. After interior and exterior of residence have been surveyed with customer, excuse yourself and take a few minutes to populate the IRS with the agreed upon plan. Be clear and detailed on the plan of installation and make certain to include all locations where drilling will be performed. Complete the required sketch to help identify proposed cabling routes, locations of equipment and any items not considered to be part of a "standard installation" to include wall fish, excessive cabling, use of EoP, etc.
2. Present the IRS to the customer and thoroughly review together. Make adjustments if required. Once customer is in agreement with all details, capture the required Pre-Service & Cost Acceptance customer initials. Do not proceed with any portion of the installation until customer initials are captured. NOTE: The person signing this document must be at least 18 years old, have authority to do so and be of sane mind.

During Installation

1. The customer or customer representative must remain onsite at the residence or property at all time during the installation. If a customer must leave the property temporarily during install, the Technician must exit the residence and work on exterior scope or wait in vehicle until customer returns to site. Do not agree to wait for more than 30 minutes in these rare cases. Pull off job and reschedule the install if the down time will exceed 30 minutes.
2. Install shoe covers every time you enter the customers home. Take them off at the door if you have to go to the van/truck. Organize tool bags so that you are taking what you need on the first trip in. Keep your entry/exit of the residence to an absolute minimum.
3. Work to complete the install in a diligent and efficient manner. Be very aware of your time on-site. Most customer would never tell you but they would much rather you finish your job quickly and move on so they can get back to their lives.
4. Keep work area clean and safe. Be aware and alert for small children/pets. If you have any concerns regarding safety, politely ask the customer to keep children away from the work area or restrain bothersome or aggressive animals.
5. If working aerial on a ladder or in a bucket truck, DO NOT allow other coworkers, customers or animals to stand or "hangout" in the drop zone. A hammer or pair of pliers dropped from 15' can severely injure or kill a human/animal on impact.

Post Installation

1. Ensure that all work areas are clean and left in better condition than they were when you arrived. Use Citizens supplied mini-vacuum and wet towel wipes to remove all drywall dust, cable scraps, zip tie tails, wood shavings, etc.
2. Make certain that you have picked up and loaded all tools, ladders, trash, and excess materials into your vehicle.
3. Physically review the installation with the customer and show equipment locations, cable paths, etc.
4. Review the operation and troubleshooting techniques for all devices with the customer(s). Allow them to ask questions and encourage that they take notes. Make certain that you spend ample time on this step in order to eliminate associated trouble calls (example: how do I retrain my remote control or... oops, I didn't realize I had the TV on the wrong input).
5. Educate customer on the 24/7 Citizens Call Center, provide the phone number and let them know when to use. Discuss trouble ticket procedures and work to set reasonable expectations on service call timeframes.
6. If you installed a new "additional" service for an existing customer or if you are troubleshooting, make certain that you test ALL services (to include ones you did not install/troubleshoot) to ensure that ALL services are working properly prior to departure.
7. Present the IRS for the final required "Post-Service Acceptance signature". Once executed, your installation is complete.
8. Thank the customer for their patronage and ask them if there is anything else we can do to be of service.
9. Prior to leaving residence, make certain that the CDG ticket for the installation/repair is fully noted and closed.
10. When backing, turning and exiting the property, be very aware of children, animals and objects.

**RESOLUTION OF THE BOARD OF DIRECTORS OF
CITIZENS TELEPHONE COOPERATIVE**

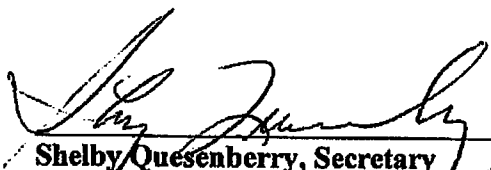
RESOLUTION: At a meeting of the Board of Directors of **Citizens Telephone Cooperative**, hereafter referred to as the Board, which was held on **July 7, 2009**, and the following resolution was unanimously passed:


BE IT RESOLVED, that the **Citizens Telephone Cooperative** FACT Act Red Flag Identity Theft Prevention Program, hereafter referred to as the Program, was created in response to the requirements of the Red Flag Rules established by the Department of the Treasury, Federal Reserve System, Federal Deposit Insurance Corporation, Department of the Treasury, National Credit Union Administration, and Federal Trade Commission, which implemented Section 114 of the Fair and Accurate Credit Transactions Act of 2003:

1. That the Red Flag Rules require each financial institution or creditor to develop and implement a written Identity Theft Prevention Program to detect, prevent, and mitigate identity theft in connection with the opening of certain accounts or certain existing accounts;
2. That a FACT Act Red Flag Identity Theft Prevention Manual has been prepared to address the Program requirements of **Citizens Telephone Cooperative**;
3. That the initial Program has been reviewed by the Board;
4. That the Board has assigned specific responsibility for the Program's implementation to **(Rita Turpin, Human Resources Manager)**; and
5. That the Board will review reports prepared by staff regarding compliance of the Program at least annually.

BE IT FURTHER RESOLVED, that the Board will approve any future material changes to the Program as necessary to address changing identity theft risks.

IN WITNESS WHEREOF, I have affixed my name as Secretary of said **Citizens Telephone Cooperative**, this 7th day of July, 2009.


Shelby Quesenberry, Secretary


SECRETARY
CITIZENS TELEPHONE COOPERATIVE

DATE 7/7/09
DOCUMENT NUMBER # 404

CITIZENS TELEPHONE COOPERATIVE

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DISASTER PLAN GUIDELINES

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Fire Protection Requirements

I. Prevention

1. Purpose

- 1.01 The purpose of these prevention guidelines is to establish recommended minimum fire prevention requirements for present building, additions and new buildings either owned or leased.

2. General

- 2.01 Fire safe construction requires that consideration be given to construction materials, structural assemblies, occupancy factors, automatic fire protection, exit facilities, outside exposures, public fire protection, access for fire fighting and limitations imposed by building codes.

3. Administration

- 3.01 All requirements established by Citizens Telephone Cooperative should be based on standards set by the Occupational Safety and Health Act (OSHA), National Fire Protection Association (NFPA) and the United States testing and approval agencies.
- 3.02 Authority of the State and Local Ordinance having jurisdiction within the property area may dictate a deviation of these standards.
- 3.03 Citizens Telephone should coordinate efforts with the local fire departments to establish procedures to assure fire protection of property and employee safety. These procedures should be reviewed annually with the local fire departments.
- 3.04 Company personnel should assist the local fire protection agencies in providing them with power prints when requested, showing locations of main switches, floor plans, standby power generators, fluid cutoffs or other information that would be pertinent to the safeguarding of telephone company property.
- 3.05 It will be responsibility of the Central Office personnel to conduct building inspections and issue inspection reports annually. Departmental Managers will train employees concerning fire prevention, conduct fire drills and enforce the fire prevention practice within the company.

4. General Construction

- 4.01 This section applies to new construction, including additions, and should be used as a guide for existing structures.
- 4.02 All construction plans and specifications concerning new buildings and additions should conform, in general, to the following outline, prior to taking bids.
- 4.03 Location Exposure: The property location should be carefully selected to minimize hazards from external sources such as fire and flood. When such exposures exist, information concerning the same should be indicated on the plot

plan. In such cases, it may be necessary to provide added protection such as blank masonry walls or wired glass windows in metal frames, etc....

- 4.04 Walls, Partitions, Floors and Roof: All new buildings and additions to existing buildings will be non-combustible construction. Rented buildings should be non-combustible construction.
- 4.05 Ceilings: Ceilings constructed on combustible acoustical tiles are major hazards, especially when installed above switchgear and main frames. The easy ignition of such tiles contributes to rapid spread of heat and to excessive smoke and flame. All new ceiling tiles must be UL listed. While there are many listed tiles on the market, ceiling tiles for use in telephone properties should have a minimum rating of :
 - a. Flame Spread: 0-25
 - b. Fuel Contribution: 0-25
 - c. Smoke Developed: 0-25

Existing combustible ceilings should be replaced or covered with a fire retardant material.

- 4.06 Vertical and Horizontal Openings: While building code requirements and NFPA No. 101, Life Safety Code, set forth minimum requirements for safety of occupants, they may in some ways be less than needed to confine fire to the floor or area of origin. In such cases, increased protection for horizontal and vertical openings is recommended to preserve the fire-spread barrier.
- 4.07 Insulation, polystyrene or other combustible insulation should not be used unless adequately protected from exposure to open flame.
- 4.08 Fire doors: UL labeled and/or accepted fire doors should be used for the protection of horizontal and vertical openings. NFPA pamphlet No.80, Installation of Fire Doors and Windows, gives minimum requirements for the installation of approved doors, windows and shutters, as well as, details on how the openings should be constructed. Dependent upon conditions and the susceptibility of occupancies to fire, smoke and heat damage. This minimum may need to be increased.
 - a. Classification of Fire Doors and Assemblies
 - 1. Class A - Protects openings in walls separating buildings or dividing a single building into fire areas. Doors for the protection of these openings have a fire protection rating of 3 hours.
 - 2. Class B - Protects openings in enclosures of vertical communication (stairs, elevators, etc.) and openings in fire partitions. Doors for the protection of these openings have a fire protection rating of 1 or 1.5 hours.
 - 3. Class C - Protects opening in office corridors and room partitions. Doors for the protection of these openings have a fire protection rating of ¾ hour.

4. Class D - Protects openings in exterior walls that are subject to severe fire exposure from outside the building. Doors and shutters for the protection of these openings have a fire protection rating of 1.5 hours.
 5. Class E and F - Protects openings in exterior walls that are subject to fire exposure from outside the building. Doors, shutters, or windows for the protection of these openings have a fire protection rating of ¾ hour.
- b. There are many occasions in which a vision panel in a fire door is needed. (Panels are not provided in 3-hour doors for Class A opening, 1.5-hour doors or Class D openings, nor in rolling steel doors.) Vision panels should be of wired glass not exceeding the following dimensions in the classification of door openings as indicated.
1. 1296 sq. inches - Class C
 2. 720 sq. inches - Class B
 3. 100 sq. inches - Class B - (Total area for any Class B door opening)
- c. All fire doors should be either self-closing or automatic closing to form an effective barrier against heat and smoke. Automatic closing doors will be equipped with an approved door closing mechanism. Fusible link operated doors are not suitable for use where a door is intended to restrict movement of smoke.
- d. Field Installations often involve deviations from door and frame assemblies that have been tested, nullifying the label and resulting in an installation of questionable value. Such unacceptable deviations can be summarized by the following "Don'ts":
1. Don't install louvers of any kind in a fire door
 2. Don't undercut a fire door.
 3. Don't use any hardware (latches, closures, hinges, etc.) that was not shipped with the door or labeled as suitable for use with it.
 4. Don't use any frame but a labeled frame.
 5. Don't change the method of anchoring the frame.
 6. Don't cut a fire door to install frames for glass.
 7. Don't consider a solid-core flush wood door the equivalent of a fire door (solid-core wood flush doors offer much less than 30 minutes protection).
 8. Don't accept statement, "I can provide you with a door of the same construction as a labeled door for a lot less money."

9. Don't visualize a fire door as a heavy, ungainly metal monstrosity. There are attractive fire doors on the market to fit any type of door.
 10. Don't block or hold fire doors open other than by use of electronic automatic door openers.
- 4.09 Exits: As a minimum, all exits should be designed, located and constructed in an accordance with applicable requirements of NFPA pamphlet No.101, Life Safety Code and local and state codes.
- 4.10 Fire Protection Measures: The following safeguards should be taken during any construction or alteration:
- a. The general contractor is required to take all necessary precautions to eliminate possible fire hazards and to prevent damage to any construction work, building materials, equipment and other property, both public and private, involved in or adjacent to the project.
 - b. Paint, paint thinners, gasoline, oil or any other flammable liquids should not be stored within telephone properties under construction. If flammable materials, must be stored upon the construction site, they will be stored in a fire resistive area designated by the company individual responsible for the overseeing of the construction.
 - c. All combustible debris will be removed from inside buildings at the close of every workday.
 - d. Fire extinguishers of a proper type will be strategically placed and adequately identified, in accordance with OSHA regulations, to protect an entire project against fire during the construction period.
 - e. Cutting and welding operations should be discouraged. However, if unavoidable, they should be performed in strict accordance with requirements of NFPA Pamphlet No.51B, Cutting and Welding Processes.
 - f. In all such cases involving cutting and welding in existing buildings, an employee, acting as a fireguard, must be present with a fire extinguisher. Experience indicates that this hazard cannot be controlled by delegation of the responsibility to a contractor. Use of a cutting and welding permit is required.
5. Building Equipment
- 5.01 This section applies to new construction, including additions and should be used as a guide for existing structures.
- 5.02 Electrical Wiring and Equipment: Electrical fittings, materials and equipment other than telephone switching or test equipment must be UL listed. As a minimum, the installation and maintenance of electrical equipment, wiring, etc., should be in accordance with applicable requirements of the latest edition of the National Electrical Code and system practices.

- 5.03 Flexible electrical cords must be adequate to carry the amperage required and UL approved. Use only when a flexible connection is necessary, never for fixed wiring. Cords should be replaced as soon as they show appreciable wear.
- 5.04 Heating Equipment: Heating equipment and fuel tanks should be approved or accepted, UL listed or labeled, AGA approved or ASME approved, as the case may be.
- a. Gas fired heaters with less than 400,000 BTU's per hour input only need to be AGA approved.
 - b. Clearance between heat producing devices and combustible materials will conform to the applicable requirements suggested in NFPA Pamphlet No.89M, Heat Equipment Clearances.
 - c. Fire partitions and firewalls enclosing furnace or boiler rooms will have a minimum rating of one hour. Door Openings will be protected by appropriate fire doors.
 - d. Gas appliances and gas piping will be installed in accordance with requirements of NFPA Pamphlet No.54, National Fuel Gas Code. Particular attention should be given to the section covering venting of pressure regulators. While venting to the outer air is approved by this pamphlet, the preferred method of disposing of gas in the event of a diaphragm rupture is to install bent piping adjacent to a constant burning pilot light in the combustion chamber. This type of installation eliminates the possibility of water collecting in piping and stoppage of the orifice by insect and foreign matter.
 - e. Gasoline will be kept in a FM or UL approved safety can with five gallons or less capacity. Not more than five gallons of gasoline will thus be stored.
 - f. Bulk gasoline, propane tanks, hydraulic fluid, explosives, etc., will be stored outside or in a metal shed.
- 5.05 Blower and Exhaust Systems: Mechanical draft duct system, both exhaust and pressure type, used for the removal of smoke, dust, vapors, etc., can create a hazard if the materials being removed are allowed to accumulate in the ducts, e.g., grease associated with cafeteria operations. Such accumulations can result in a flash fires. The installations of blower and exhaust systems should, at a minimum, be in accordance with requirements of NFPA Pamphlet No.91, Blower and Exhaust Systems, and NFPA Pamphlet No.96, Vapor Removal Cooking.
- a. Location of Equipment - The air conditioning equipment of a central system (fans, etc.) should be enclosed by walls with a minimum fire rating of 1 hour.
 - b. Air Intake and Outlets - Where forced air intakes could draw in flame and smoke from an adjacent exposure, automatic fire dampers will be installed.
 - c. Emergency Lighting Facilities - Emergency lighting will be automatic in operation and arranged to provide adequate exit illumination in the event of failure of normal building lighting.

6. Smoking

- 6.01 Smoking will not be permitted in cable vaults, warehouse storage areas, battery rooms, generator rooms, elevators, or areas in which combustible materials are stored.
- 6.02 Smoking will not be permitted in telephone or data processing equipment rooms. Smoking is prohibited adjacent to areas containing ionization (smoke) detectors where smoke may cause an alarm.
- 6.03 "Smoking" signs will be posted in areas where smoking is permitted. In areas where smoking is permitted, metal or fire resistive ashtrays will be provided. All Ashtrays should be of the style that holds the cigarettes in the center of the tray and the outer edge. Ashtrays should not be emptied into waste containers until cigarette or cigar butts have cooled or been doused with water.

7. Soldering Equipment

- 7.01 Soldering equipment should never be left unattended when in use and should be disconnected immediately when the soldering job is completed. A soldering iron left unattended or forgotten can become an excellent means for a fire to start. Soldering should be performed on a nonflammable surface whenever possible. Soldering equipment should also be allowed to completely cook before it is returned to storage.
- 7.02 Soldering should be kept to a minimum where smoke detectors or other fire detection/suppression systems are in use (e.g., in areas protected by the Halon system). If soldering in these areas is necessary, the detection/suppression system should be temporarily disabled and then enabled when the soldering has been completed.

8. Paper Storage

- 8.01 Extended retention of large amounts of paper, such as computer printouts, should be stored in cabinets or other metal/fire proof containers whenever possible. A paper fire can generate a considerable amount of heat, thus becoming a fire that can quickly spread.

II. Detection

- 1. It is important to recognize the distinction between automatic detection and early warning detection. Automatic detection simply means that manual alarming is not needed; it does not necessarily mean an immediate response to the initiation of a fire. Early warning detection, in this context, is a system that incorporates smoke detection; it does not necessarily mean a response to fire conditions before the human senses can detect the existence of a fire. The objective of early warning detection in telephone buildings is to identify hazardous conditions (generally characterized by a flaming fire) very quickly, while the less hazardous smoldering fire is identified in a reasonable period of time, so they may both be suppressed with portable extinguishers.
- 2. The dispersal of combustion products generated by a fire is affected by several factors. Some of them ore significant are particle size, rate of burning of the material, thermal

convection currents generated by the overall heat liberated by the fire, and air movement. Air movement in the area is the most important factor influencing the products of combustion reaching the detector. If the fire is liberating considerable heat, as in a paper fire, the particles are driven upward at good velocities and other air currents exert less influence.

3. The recommendations in this section are based on the Fire Codes of the Fire Protection Association and Model Building Codes. All detail features of these source documents have not been covered herein; therefore source documents should be reviewed for complete details.
4. Where local, state or Occupational Safety and Health Act (OSHA) regulations require higher degrees of protection, the legislated criteria should be followed.
5. Classifications of Fire Detectors

5.01 There are basically three classes of fire detection devices:

- a. Thermal Detectors: The thermal detectors are devices designed to sense abnormally high temperatures, abnormal rates of temperature rise, or a combination of both. Rate of rise contact elements are generally self-restoring and fixed temperatures may be either self-restoring or non-restoring.
- b. Flame Detectors: The flame detectors are devices designed to sense rapidly developing fires with little or no incipient stage. These detectors sense infrared radiation emanating from flickering flames. The detectors have a built-in delay eliminating response to normal activities such as turning on lights.
- c. Smoke Detectors: These devices are designed to detect visible or invisible products of combustion. Smoke detectors may operate on the multiple chamber ionization principle (ionization type) or by a balanced forward light-scattering principle (photoelectric type).
 1. Ionization Type: The chambers are similar in dimension and material such that one chamber (the reference chamber) provides a standard voltage against a second chamber (the sensing chamber), which is offset by a nominal voltage (sensitivity voltage). On the entry of smoke into the sensing chamber, the offset voltage changes such that the resultant voltage difference between the chambers initiates an electrical signal to the control panel.
 2. Photoelectric Type: A pulsed LED source of fixed sensitivity is mounted in a sensing chamber such that no light is directly incident on a photocell sensor with the same chamber. Any smoke particles entering the chamber result in the forward scattering of light and its measurement by the photocell sensor.

6. Typical System Description

- 6.01 An early warning fire detection system can be a self-powered single detector unit for emitting an alarm or a multi-zoned system consisting of panel supplying power

to and continuously monitoring signals from identifiable groups of energized detector units.

- 6.02 Each system must have detectors that will sense presence of heat, flames, smoke or products of combustion. These detectors, often referred to as detector heads or simply "heads", are located in the space to be monitored. The usual location is on the ceiling since heat, smoke or particles of combustion will rise. The devices are connected together in groups called zones. This grouping is to allow quick identification of the area of the alarm source.
- 6.03 When more than one detector is used, there will be a control panel. The control panel provides distribution of electrical power for the operation of the detectors and is a central point where all alarms may be displayed visually and operated audibly. Both fire alarm and trouble alarm signals are indicated and are provided with separate clearly labeled indicator lights. Control panels contain relays for controlling coding devices, transmitting alarms to remote locations, and/or to activate or deactivate fans, electric power, door releases, fire dampers, smoke dampers, etc., if desired.
- 6.04 Most systems will also have remote alarm lamps and/or remote annunciator panels. The lamps are used to identify, at visible locations, detectors that are not readily seen or are behind locked doors.
- 6.05 Schematics should be posted near the control equipment detailing the layout of the fire detection zones and system wiring. Each annunciator panel should have a schematic posted near it, indicating detector locations for that floor.

III. Protection/Suppression

1. Background

New materials and changing technology being introduced into the telecommunications industry have necessitated a need to reevaluate loss potential in these environments. For example, a fire in a comparatively small area can have widespread catastrophic effects on all equipment exposed to the contaminants given off from burning polyvinyl chloride insulation, a substance widely used in the telecommunications industry.

In central office buildings, all kinds of openings, both vertical and horizontal, exist that become hazards during a fire. The most common of these are for cable, electrical conduit, heat and air conditioning ducts, etc. Several steps should be taken to reduce the potential fire hazards that surround our industry. These include strengthening our fire protection standards, sealing floor and wall openings to reduce and spread of contamination, and elimination of all needless combustibles from central offices, battery rooms, and power generating locations.

The subject of fire stopping involves retarding the spread of fire and smoke and confining it to as small an area as possible. Fire-stops neither find nor extinguish the fire, however, they do limit the spread of contamination to areas adjacent to the fire. The relationship between the fire-stopping effort and its effectiveness in retarding the spread of fire and smoke depends on the materials used and how they are installed.

2. Central Office Building Requirements

2.01 General

Fire safe construction requires that consideration to be given to materials, structural assemblies, occupancy factors, fire detection and retarding devices, surroundings, access to firefighting equipment and public fire protections. In as much as all of the above factors are interrelated, attempts to express them as standards necessarily cause oversimplifications. For this reason, the maximum in fire safe construction can only be obtained from a fire protection engineering analysis of the structure, occupancy and protection aspect of the building construction plans and specifications rather than by a literal application of rules which are bound to have exceptions.

2.02 Ceilings

All equipment room ceilings should be of noncombustible construction. Ceilings of combustible acoustical tiles are major hazards, especially when installed above switch-gear and distributing frames. The easy ignition of such tiles contributes to a rapid spread of heat and to excessive smoke and flame. All ceiling tiles should have UL listed fire ratings for CO use.

2.03 Walls

All walls and partitions separating equipment rooms from other occupancies should have a fire resistance rating of at least one hour. If windows are required in these walls, they should contain wired glass. All foot traffic openings to the switch-room should contain metal type fire doors with automatic closures installed.

2.04 All ductwork entering the equipment room should be protected with automatic closings fire dampers at the point of entry. Wall, ceiling and floor openings for such ducts should be sealed with the applicable material as described under paragraph four of this section.

3. Material Storage

Combustible items such as cleaning fluids, miscellaneous installation materials, etc., that are required in a central office must be stored in metal storage cabinets. All waste materials should be placed in flame resistant receptacles. The single most important fire prevention element in central offices is the attention given to good housekeeping practices.

No equipment should be stored within the central office except what is necessary to maintain a continuing work load. All empty crates, cartons, cable reels, etc. must be removed before the end of each work shift.

4. Sealing Vertical and Horizontal Openings

Sealing holes in floors, ceilings and walls through which conduits, cables, ductwork and piping pass have been a major concern of the industry, since fire protection methods were initiated. The need to effectively seal these openings is to confine hazards such as fire and smoke from penetrating adjacent areas of the building.

Over the years, several methods for sealing these penetrations have been attempted. The one currently being used most widely by the telephone industry is packing the openings with fire resistance mineral wool bags. The problem here is that this type of sealing usually leaves some gaps; thus, they do not provide an airtight closure.

The latest development for solving critical penetration seal problems is to apply silicone elastomer foams. These foams are injected into the dammed opening by specially designed dispensing equipment. The foam material quickly expands to approximately three times the volume of its liquid constituents to form an airtight, fire-resistant seal. As the foam is forced into the dammed opening it flows and swells to completely fill the interstices between the cable and the walls of the opening. Once the foam is cured, it maintains a pressure against the walls, cables and other structures.

The foam is non-toxic and non-allergenic both before and after curing. The material sets in three or four minutes after which the dams can be removed, if necessary and the foam is trimmed with a knife to make a smooth closure.

A special characteristic of this material is that it will form a tighter seal when exposed to high temperatures of fire due to expansion of the material within the closed cells of the foam.

5 Fire protection Equipment

5.01 Portable Fire Extinguishers

The following is a recommended standard that should be applied for fire extinguishers in the switch-room: Provide one 10 lb. (4.5kg) Halon extinguisher for each 900 square feet (84 sq. m) of floor space. (Distance to obtain not to exceed 50 feet (15m)). They should be located on walls adjacent to door openings and on building columns. They are to be used for extinguishing small fires in electrical equipment. Maintenance of carbon dioxide extinguishers can cause a migration to Halon, which is the recommended and preferred type.

5.02 Automatic Fire Protection Equipment

Recently, several telephone companies began installing ionization-products of combustion type detection and alarm systems to provide early warning of any developing fire condition. Along with these systems came the increased pressure from the insurance underwriters for installation of automatic protection for telephone equipment buildings. The greatest need is for an effective fire control method that is compatible with telephone industry needs. The FM-200 flooding system is an excellent and recommended suppression system. The agent, which is stored under pressure as a liquid, vaporizes upon release to inert the area. It extinguishes fire by chemical reaction rather than cooling or oxygen displacement.

In all test cases using the ionization-products of combustion type detection and alarm systems, extinguishers was less than two seconds after agent discharge. There was no damage to representative samples of switching equipment exposed to the fires. These tests clearly indicated that FM-200 was fast and ideally suited for protection of switching equipment. The agent has the particular advantage of being

capable of getting to the source of fire where water could not ready, as well as being non-corrosive and not displacing oxygen to any degree that is harmful to people.

The experience with actual equipment fires and the data obtained in the mock-up test program provide some sharp comparisons between protection systems.

- a. Modular FM-200 Systems are much easier to install than pipe systems.
- b. No service interruption in the event of accidental discharge.
- c. FM-200 does not contribute to damage in extinguishing a fire in telephone exchange environments.
- d. FM-200 vapor can get to sources of fire in equipment that water cannot reach.
- e. There is no residual after discharge of the agent such as exists with water. FM-200 would be of particular value in multiple story equipment buildings where water could damage equipment on several lower floors.
- f. The systems are cost competitive.

It should be noted that there are many applications, such as office occupancies, warehouses, emergency generator rooms, furnace rooms, central office basements, garages, etc., where water is the ideal protection medium. However, for equipment areas and computer rooms, there is strong evidence that it is better to use Halon or FM-200 flooding systems.

6. Disabling of FM-200 System

There could possibly be times when the FM-200 system used in the switching room might need to be disabled due to false activation or equipment malfunction. All employees should be familiar with the proper operation of the FM-200 system. If an employee is unsure of how to disable the system, then a review should be arranged between the employee and a central office technician. It will be a responsibility of the person who disabled the system to make sure that it is again enabled at the appropriate time.

7. Disconnecting of Commercial Power

During a fire or other emergency, it may be necessary to disconnect the commercial power (AEP). Commercial power for the entire complex at 220 Webbs Mill Rd is distributed via the main power distribution panel located in the power room in the basement of the main building. Complete powering down of the entire complex can be accomplished by operating the main disconnect located on them Main power distribution panel. The main disconnect is labeled "MAIN SWITCH/SERVICE DISCONNECT". To disconnect the power to the Central Office Building only, operate the disconnect switch labeled "AST#2". To disconnect the power to the Warehouse only, operate the disconnect switch labeled "W1".

The standby generators should also be disabled in order to accomplish total disconnection of power from the complex. The generators can be disabled by opening the side access door of each unit and placing the run/auto switch in the off/reset position.

8. Disconnection of Switching Equipment Power

During a fire or other emergency, it may be necessary to disconnect the DC power (batteries) from the switching equipment. A central office technician or other qualified employee should perform this procedure. All central office employees should be well acquainted with the proper power down procedure of the switching equipment.

9. Response to a Fire Alarm

9.01 All buildings that house central office equipment have been equipped with ionization type detectors and a remote dialing system. Upon detection of a fire, the remote dialer calls the following people in the following order:

- a. Neil Bolt
- b. Greg Sapp
- c. Floyd County Sheriff's Office

The dialer has a recording that states the location of the fire and instructs the listener to contact an employee of Citizens Telephone Cooperative.

9.02 The Floyd County Sheriff's Office has been instructed to call the following people in the event they receive a fire alarm call from one of the Citizens Telephone's alarms.

8:00 a.m. - 5:00 p.m. - Citizens Telephone Cooperative

	<u>Employee</u>	<u>Number</u>
After Hours:	Jerry Sutphin	745-9508
	Greg Sapp	745-9549
	Dennis Reece	745-9528
	Chris Bond	745-9556
	Terry Martin	745-9519
	Robert Weeks	745-9559
	Lori Saltus	745-9568
	Trish Poole	745-9553
	Kerri Williams	745-9502

The Sheriff's Office should immediately contact an employee of Citizens Telephone. If unsuccessful, the Sheriff's Office then should dispatch the Fire Department. The Fire Department should use caution and avoid spraying water on electronic switching equipment unnecessarily.

10. Response to a Fire

10.01 Get yourself and anyone else in immediate harm's way to safety!

- 10.02 Notify additional help, sound the alarm, and summons the fire department! Call 911!
- 10.03 Help your fellow employees and customers or guests! Get everyone out of the building! Account for Everyone!
- 10.04 Close doors wherever possible to slow or reduce the spread of smoke and fire. If you can turn the key and stick it in your pocket or pick up the handbag sitting at your feet fine, but MOVE, don't lose escape time by trying to recover personal belongings or protect cash drawers, leave them, MOVE!
- 10.05 Only After the Above
 - a. Assess the availability of firefighting tools and be realistic about your abilities. Without the proper firefighting tools and similar experience, you only place yourself and others in jeopardy. Be aware that smoke kills more people in an enclosed area or building where there is a fire. Don't risk being rendered unconscious by smoke.
- 10.06 Cooperate with the fire department and stay out of their way. Do NOT re-enter the location until authorized by the fire chief or his representative.
- 10.07 If the employee is in a remote location, i.e. Ballard, EVACUATE!!! CALL 911!!! CALL HELP!!! USE YOUR CELLULAR PHONE!!! GET OUT!!!
- 10.08 The company will periodically test of fire emergency response efforts and times. These test may be announced or unannounced and may involve coordinated test with emergency response teams like the fire department. Employees are expected to respond as if the emergency did exist and to enlist the cooperation of any guest or customers on the premise when such drills are enacted. An orderly evacuation is in order whenever a drill is conducted. Select positions may be instructed to complete certain task prior to evacuation. i.e. locking cash drawers, etc.
- 10.09 The designated gathering spot upon evacuation is the employee parking lot adjacent to the Drive Thru window. If that spot is rendered unusable because of the event or operations to control the event, the gathering will move to the large gates near the Central Office building. The manager or designated team leader will gather each team to account for everyone. If anyone is missing from a group, the team leader will notify a manager or the fire chief. Under NO circumstances should employees return to the building to search for a missing member. All employees should gather as quickly as possible for the head count so there is no unnecessary concern when you are out of the building.

Response to Emergencies

I. Response to Medical Emergency

1. CALL 911!!! We can always thank them and be glad they were not needed, later.

II. Response to Other Emergency Situations

1. A robbery, a gunman on the Premises, Clear and Immediate Danger

- 1.01 If you are directly confronted and involved COOPERATE. Give the perpetrator anything demanded if you have it. The goal is to get them out of the building without endangering anyone.
- 1.02 DO NOT CALL OTHERS into the situation if it can be avoided. If the demand is to see someone specific and the perpetrator allows you to use the phone, call an extension where some one is likely to be but do not talk. Instead tell the perpetrator that there is no answer and then leave the handset active so the other end can hear what's going on. Your remarks to the perpetrator can clue the listener, but don't risk aggravating the situation by talking too much. It may be possible to call 911 at the extension if you are not being watched too closely. If in doubt, don't attempt anything just cooperate and follow instructions. The perpetrator is in control.
- 1.03 Don't be a hero. Cooperate until you can escape.
- 1.04 If you are not directly involved, you may still not be in a position to leave or assist. If you are trapped up front and there is no way to escape, get under or behind anything available to conceal your presence or offer some protection. A phone off the hook dialed to 911 may assist but do not attempt to talk if there is a possibility of aggravating the situation. That's 9-911 from Centrex. If you are on the phone when an event occurs and you're ordered to shut up or hang up, leave the call on line if possible. Any outside recognition of trouble may come to our assistance. Escape at any opportunity; seek safety first.
- 1.05 If you are outside the immediate danger area and are aware of the situation, notify others; evacuate the building; and CALL 911. Keep others from entering the danger zone if possible.
- 1.06 GET OUT! Assume the perpetrator will enter the remainder of the building and take hostages. Get out. You are not in control. When the police arrive they are not in control, anything can happen as long as the perpetrator is in control. Seek safety; if that means leaving the complex, meet at the courthouse to assist law enforcement, regroup, debrief.
- 1.07 The front reception area, which is a more likely point of contact, has lots of glass looking out at the street and parking lot. In escaping, move or stay away from these exposed areas, bullets penetrate glass and you do not want the perpetrator to know what is happening outside their view. They will be aware of the police arrival on the scene some time before the police can negotiate the driveway and parking lot to the rear entrance.

- 1.08 Think before you react.
- 2. Response to a Bomb Threat
 - 2.01 Take it seriously. Notify a supervisor. Institute a drill and evacuate the building if the threat is against a manned location.
 - 2.02 CALL 911.
 - 2.03 Remain clear of the building until a thorough search has been conducted and the police officers have given and okay to return.

Security Requirements

I. Prevention

1. Purpose

- 1.01 The purpose of these guidelines is to establish recommended minimum-security requirements for present building, additions, and new buildings either owned or leased.

2. General

- 2.01 Because of the easy access to our facilities by the general public, it is necessary to provide building security. This security is necessary for several reasons: confidential information, theft/other criminal action, vandalism, insurance and the safety of the general public.

3. Administration

- 3.01 Warehouse/Maintenance Building: This building will be locked when left unattended.
- 3.02 Main Building: The rear entrance doors and the basement side door will be left locked at all times. Please re-lock if it is necessary to unlock.
- 3.03 COE: Both doors to this area should be locked after 5:00 p.m. and at all other times when the building is unattended.
- 3.04 All visitors/salespersons will check in at the front office. Employees will have to pick up and return visitors to the front office.
- 3.05 All visitors will be restricted from the COE unless accompanied by an employee and this will need to be kept at a minimum.
- 3.06 Rear gates will be locked anytime the premise is unattended and after 5:00 p.m. during the week.
- 3.07 Employees entering the facilities after regular working hours are responsible to see that no damages occur by themselves or others.

Disaster Prevention Requirements

I. Prevention

1. Purpose

- 1.01 The purpose of these prevention guidelines is to establish recommended minimum prevention requirements against natural or manmade disasters. These requirements apply to present building, additions, and new buildings either owned or leased.

2. General

- 2.01 While for the most part disasters are unpredictable and uncontrollable, there are some precautions that can be taken to lessen the severity or probability of a disaster.

3. Administration

- 3.01 Location Exposure: The property location should be carefully selected to minimize hazards from external sources such as fire and flood. When such exposures exist, it may be necessary to provide added protection, such as blank masonry walls or wired glass window in metal frames, or any other precautions that would guard against the possibility of a disaster.
- 3.02 Company personnel should be watchful and mindful situations that could result in damage to company property or harm to employees e.g., hazardous traffic situations around company buildings, potential dangers due to other utilities (water, power, CATV, etc.). These potential "disasters" should be reported at once.
- 3.03 In order to be prepared for recovery after a disaster, there should be an updated written plan of recovery. This plan should include a list of suppliers, power company contacts, list of additional manpower and any other pertinent information that would be useful in implementing a speedy recovery. This plan of recovery should also be included as part of this document.

Protection Against Loss of Data

I. Prevention

1. Purpose

- 1.01 The purpose of these prevention guidelines is to establish recommended minimum requirements for the protection of critical central office switching equipment and data processing data.

2. Administration

- 2.01 A written plan/procedure should be developed and implemented to assure a constant backup of all critical data. This plan should include a detailed step-by-step procedure as well as a time schedule to follow when performing backups. It is further recommended that the backup data be tested periodically to confirm its validity.
- 2.02 This plan should be overseen and verified that it is implemented on the time schedule stated by the Departmental Managers.
- 2.03 Backup copies of data should be stored, whenever possible, in a different building separate from the location of the actual active data that is being used.

II. EWSD Switch Backup Procedure

1. From the OMT:

- 1.01 Place the proper disk in the drive
- 1.02 Enter the command (INITMO: VSN=DSAVE, CD=EBC,MOD=0;) this will initialize the drive.
- 1.03 Enter the command:
- a. COPYGEN: OUTPUT-GEN,VSN=NAME,TYPE=BACK UP:
 - b. This will back up all system files to the disk.

Surveillance

- I. Ionization type detectors have been installed in all buildings that house switching equipment. Remote dialers have also been installed in each of these locations.
- II. In order to assure that each alarm system is functional, they should be checked for proper operation monthly. This test should include a batter check of the remote dialers as well as a functional test of the detectors. It will be the central office technician's responsibility to check the alarms in his assigned offices. A written record of the monthly checks should be made any problems or failures reported and corrected.

Recovery

- I. Recovery from a disaster is far more expensive than prevention, detection or suppression. It usually involves purchasing additional materials, using additional manpower and dealing with irate customers. Telecommunications services are a must in maintaining the health, welfare and prosperity of Citizens customers. Our restoration plan includes some general guidelines as well as specific guidelines for direction to a prompt recovery.

1. Resources

1.01 Outside Plant Materials

- | | |
|-----------------------------|--------------|
| a. Sprint North Supply | 800-326-8754 |
| b. Power & Telephone Supply | 800-438-2914 |
| C. Graybar Electric | 800-933-9831 |
| D. Alltel Supply | 800-533-3161 |
| e. CSSA | 800-252-2772 |

1.02 Mobile Central Offices

- | | |
|----------------------------|--------------|
| a. Siemens | 407-942-5611 |
| b. Phillips Communications | 312-681-7005 |

1.03 Central Office Equipment

- | | |
|-----------------|--------------------------|
| a. Siemens | 407-942-5611 |
| b. Alcatel | 800-767-650 |
| c. ETC | 800-331-2085 |
| d. Active Voice | 800-284-3575 or 206-441- |

4700

1.04 Power and Battery Equipment

- | | |
|-----------------------------|--------------|
| a. Siemens | 770-279-5214 |
| b. Reltec/Marconi | 800-978-8810 |
| c. Sprint North Supply | 800-326-8754 |
| d. Power & Telephone Supply | 800-438-2914 |

1.05 American Electric Power Contacts

- | | |
|--------|--------------|
| a. AEP | 800-956-4237 |
|--------|--------------|

1.06 Generators

- a. Meadows of Dan Farm Equipment 540-952-2800
- B. Scott County Telephone Cooperative 540-452-9119
- C. Lloyd Electric Company 540-982-0135
- d. Roanoke Botetourt Telephone Co 540-992-2211
- e. G.J. Hopkins, Inc. 540-268-5601
- f. Carter Machinery 540-387-1111

1.07 Fiber Optic

- a. North Supply 800-326-8754
- b. Power & Telephone Supply 800-438-2914
- c. Alcatel 800-767-6500

1.08 All employees may be required to work long hours during a natural disaster or any situation determined by the State or Federal Government that would require all employees to work an unspecified length of time. No employee is allowed to work more than 16 consecutive hours and then must take off 8 before returning. Central Office employees will stagger their hours so two will be on the job at all times. In order to expedite recovery from a disaster, it may be necessary to bring in outside assistance. Every effort will be made to restore telephone service as quickly as possible.

1.09 Manpower

- a. Scott County Telephone Cooperative 540-452-9119
- b. Siemens SCAT 407-942-5611
- c. Mid South Engineering 704-357-0004
- d. Penn Line 412-887-9110
- e. Bartlett 540-343-9376
- f. Pembroke Telephone Cooperative 540-626-7111
- g. Buggs Island Telephone Cooperative 804-636-2274
- h. United Telephone Companuy 615-968-8121
- i. Roanoke Botetourt Telephone Co 540-992-2211
- j. Sprint United Telephone Company 804-780-1397
- k. CFW Telephone Company 540-946-3500
- l. Peoples Mutual Telephone Company 804-656-2291

II. Restoral Priorities

1. Customers can become furious if the recovery appears to be stalled or unduly delayed. The Primary components of a recovery plan are guidelines for quickly restoring service to emergency agencies, providing temporary service to as many customers as possible, and expediting permanent service restoration. Emphasis will be placed on restoring long distance service first.
2. Priority Customers
 - 2.01 Rescue Squads
 - 2.02 Fire Departments
 - 2.03 Law Officials
 - 2.04 Hospitals/Clinics
 - 2.05 Doctors
 - 2.06 Nursing Homes
 - 2.07 Medically Dependent Customers

MARTIN, CARLTON	276-764-2022
WIMMER, J	540-651-3435
BOARD, DANIEL	540-651-3551
NEIGHBOURS, DIXIE	540-651-3632
GALASZEWSKI, LAUREL	540-651-4874
O'CONNOR, LORICE	540-745-2558
DICKERSON, CHRIS	540-745-2852
DOBBINS, CARL	540-745-3192
DEHART, MILDRED	540-745-3412
GILES, MARGARET	540-745-3924
GREEN, MARTHA	540-745-3998
ROBBINS, JEAN	540-745-4320
GRICE, BETTY	540-745-4360
THOMSON, MILDRED	540-745-4484
MCINERNEY, ELEANOR	540-745-4545
SHORTT, JAMES	540-745-7459
MARSHALL, ANTHONY	540-745-8066
WALKER, MELISSA	540-745-8163
STRADER, JANET	540-763-2160
WEEKS, RANDY	540-763-2792
OVERSTREET, JOHN	540-763-3865
STILWELL, DAVID	540-789-4331
PHILLIPS, ORLAND	540-789-4349
HOLLANDSWORTH, MABEL	540-789-4368

GARRY KEYES	540-789-5657
QUESENBERRY, VIRGINIA	540-789-7116
TURPIN, BUDDY	540-789-7764

- 2.08 School Systems
- 2.09 County Government
- 2.10 American Electric Power
- 2.11 Business Customers
- 2.12 Residential Customers
- 3. Wire Center Priorities
 - 3.01 Floyd
 - 3.02 Locust Grove
 - 3.03 Willis
 - 3.04 Alum Ridge
 - 3.05 Ballard
 - 3.06 Indian Valley
 - 3.07 Terry's Fork
 - 3.08 Topeco
 - 3.09 Fairview
 - 3.10 Check
 - 3.11 Pizarro
 - 3.12 Little River
 - 3.13 Possum Hollow
 - 3.14 Burks Fork
 - 3.15 Duncan's Chapel
 - 3.16 Simmons Grocery
- 4. Portable generator priorities for remote Central Offices is based on the number of customers affected by Fiber Optic Terminal Equipment failure due to power outages.
 - 4.01 Pizarro
 - 4.02 Fairview

- 4.03 Little River
- 4.04 Topeco
- 4.05 Check
- 4.06 Burks Fork

III. Disaster Notification

1. During major outages, customers must be kept informed of the status of their phone service. Clearly inform them of the number of lines affected, number of workers working, and an estimated number of days until all services are restored. This will not help speed up restoration, but it will make Citizens look more responsive. Keep them informed on any progress and of temporary communication facilities that they have access to.
2. Notify the following:
 - 2.01 Fire and Rescue 911
 - 2.02 Law Officials 540-745-9334
 - a. Sheriff's Office 540-745-9334
 - B. State Police 800-542-5959
 - 2.03 County Government/County Admin Office 540-745-9300
 - 2.04 Nursing Homes
 - a. Skyline Manor Nursing Home 540-745-2016
 - 2.05 Hospitals and Clinics
 - A. Floyd Family Clinic 540-745-5700
 - b. Carillion Family Medicine 540-745-2031
 - 2.06 VTIA 804-643-0688
 - 2.07 SCC 804-371-9967
 - 2.08 Connecting Companies
 - a. Verizon 703-205-4205
 - b. Sprint 800-552-1719
 - 2.09 Local Television Stations
 - a. WDBJ7 540-985-3600
 - b. WSL10 540-981-0818
 - c. WFXR8 540-344-2127
 - d. WSET13 434-528-1313

2.10 Newspapers

A. Floyd Press

540-745-2127

b. Roanoke Times

800-346-1234

IV. Safety

1. During a disaster, employees often get pressured by the customer to restore service as soon as possible, thus causing them to short cut quality and to work under unsafe conditions. Each Job must be performed in such a way as to insure personal safety and the safety of others.

APPENDIX

APPENDIX

FM-200 Fire Protection System Operation

Normal – In the normal standby condition, all yellow and red indicators will be off. Only the green “AC Normal” indicator will be lit.

Trouble – A yellow “Trouble” indicator at the front panel will annunciate any system trouble. A local audible buzzer within the control system will sound.

Alarm – An initiating circuit (zone) alarm will be annunciated by a steady red indicator at the front panel.

Release – Activation of release circuit will be annunciated by a steady red indicator at the front panel.

Reset – To reset the system, unlock and open cover. Momentarily operate (push) the “Reset” switch. (Located on lower right-hand side of control board)

Alarm Silence – To silence the alarm circuit, unlock the cover and open. Momentarily operate (push) the “Silence” switch.

Release Disable – To disable the system from releasing the FM-200, press the yellow switch located below the Control Panel and then follow the “Reset” procedure above. This disable procedure must be performed within 15 seconds of the actual alarm indication.

Connecting Carrier Numbers

Christiansburg Carrier	540-382-9979
Blacksburg Carrier	540-951-9914
Radford Carrier	540-731-9773
Radford Switch	540-731-9774 or 540-639-9975
AT & T POP Blacksburg	540-951-3313
AT&T Salem	540-342-3483
AT&T Switch Message Trunk	800-662-6895
AT&T OSPS Trunks	800-662-6895
Valley Net Office Blacksburg	540-552-8606
Valley Net TAC Center	800-323-0457
Stuart Central Office	540-694-4111
Martinsville Central Office	540-632-9109
Rocky Mount Office	540-483-0243
VA Tech Switch	540-231-3915 or 231-3917 or 231-6000

SS7 Office Numbers

Troutville STP	540-992-2907
Waynesboro STP	540-942-7099
Rockhill STP	803-324-5600 or 800-869-7225
Matoon STP	217-258-9766
Illuminet 24 hr.	800-869-7225
Illuminet Data Base	360-493-6000
Illuminet Service Rep.	360-493-6000
Siemens SCAT	407-942-5611

Service Disruption or Repair

24 hours/7 days

The Technical Support Administrative Assistant answers calls during business hours. 800-741-0925 (After hours, this line is forwarded to the Technical Support Hotline).

All trouble calls should be placed to this number and a trouble ticket will be opened.

Technical Support Hotline

24 hours/7 days

Calls are answered by a Technical Support Shift Leader. 800-741-0925

All calls to this line are for ISP callbacks. Dial-in customers who are being referred for an ISP callback should have already called in to Technical Support and have not had their problem resolved.

Switch or Carrier Problem Numbers

The following numbers should be used on the weekends or after normal hours for assistance from AT&T or Verizon.

Carrier related problems:	Roanoke Route	FMAC 804-772-5195
	Christiansburg Route	NTC 540-857-9950
Switching related problems:	Verizon	NTC 540-857-9950
	AT&T	800-662-6895
Special circuit problem (Verizon)		800-624-8286

The following numbers should be used to contact Sprint/Centel for any trunk, special circuit, or fiber problem.

Sprint TAC Center 888-230-4404

The following numbers should be used to contact GTE Mobile Net for local trunks or DS1 problems:

GTE Mobile NET 24 Hr.	800-621-2622 (select option 3)
Valley Point Parkway MSO	540-265-5963
Mike Hester (Mobile)	540-520-7009
Kirk Terry (Mobile)	540-529-7005

**Citizens InterNET
Special Circuits**

Sprint

Hillsville ISDN PRI – CKT ID#	60.IPSD.244962..UIMN 60.IPSD.244963..UIMN
To Report a problem contact Sprint/United at	800-733-0104
Hillsville to Floyd T1	CKT ID# VN410101
To Report a problem contact Valley Net at	800-825-9638
Rocky Mount to Floyd T1	CKT ID# 60.HCDT.212762..CEVA
Rocky Mount Access T1	60.IPSD.300274..CEVA 60.IPSD.303313..CEVA 60.IPSD.303314.CEVA 60.IPSD.303315..CEVA 60.IPSD.361821..CEVA
To report a problem contact Sprint/Centel	800-304-7628

Verizon

Pulaski T1	CKT ID# 44HCGA 275986
Pack Place T1	CKT ID# 44HCGA 278289
Pointe West 56K	CKT ID# 44XHGA 278290
To report a problem or outage to Verizon	800-624-8286
Billing account name is "Citizens Telephone"	
Billing account number is	540 J44-9938 303

Pulaski ISDN PRI

To report a problem with the Pulaski ISDN PRI's call 1-800-624-8286. When they request the circuit ID#, give them the main telephone number for the service which is 540-980-2682.

Contact Phone Numbers**Central Office**

<u>Employee</u>	<u>Cellular #</u>
Dean Wood	540-230-2427
Dennis Whitlock	540-239-5823
Jay Conner	540-230-7910
Matthew Cox	540-230-2209
Michael Herring	540-267-6912
**Neil Bolt	540-239-5824
**Terry Martin	540-250-8499

Broadband/Plant Maintenance Technicians

<u>Employee</u>	<u>Cellular #</u>
Gary Biggs	540-250-7393
Jeffrey Belshan	540-230-7904
Keith Poole	540-230-4168
Tom Swanson	540-267-4237
Chris Brevard	540-230-6949
Dillon Wood	540-577-5384
**Brandon Quesenberry	540-230-7907

Ft Chiswell Technicians

<u>Employee</u>	<u>Cellular #</u>
Keith Bowman	540-230-7900
Shaun Johnson	540-835-3131
**Keith Blair	540-230-2951

Engineering

<u>Employee</u>	<u>Cellular #</u>
Eddie Bower	540-239-8248
Bob Miller	540-230-9250
Ralph Beran	540-230-7901
Dexter Wood	540-267-6756
Corey Harmon	540-553-1295
**Russell Janney	540-230-7905

Fiber Technicians

<u>Employee</u>	<u>Cellular #</u>
Curtis Stanley	540-230-7903
Jeff Shepherd	540-230-3721

* Person on call can be reached at these numbers

** Manager

Fiber Cut Emergency Procedures

Use Fiber Optic Network Fault Location Checklist to pinpoint the problem. If the problem is found to be a cable fault:

1. Be sure that the light source is removed from the damaged cable.
2. Obtain an estimated footage to the fault.
3. Route a repair technician to locate the fault.
 - a. Once the fault is found, the technician should begin locating all cable in the area around the fault.
 - b. The repair technician should notify the control center of the extent of the damage. Is the copper cable damaged? Is the fault in a blind curve?
4. Designate someone to locate Donald Hylton or another contractor and route them to the fault with backhoe and plow in tow.
5. Designate people as needed to begin gathering needed materials and load in the Fiber Optic Splicing Trailer (these should be the same people needed on-site for the actual repair):
 - a. Cable consistent with cut cable(s)
 - b. Cable plow
 - c. Fiber optic splicing kits (2)
 - d. Pedestals – 2-BD5's (fiber) and 2-4 BD4's to accommodate copper
 - e. Ground rods
 - f. Traffic signs and paddles

- g. Generators, lights and gas (if applicable)
 - h. Water cooler and clean water
 - i. Waste receptacles (for discarded fiber wastes)
 - j. Tents (if applicable)
 - k. Staking sheets – plow sheets if available
6. Notify Sheriff's Department of location and scope of problem.

At the Fiber/Cable Fault Site

1. Secure the area
 - a. Put traffic control procedures into effect.
 - b. Remove all unnecessary vehicles and personnel from the area.
2. Remember... Assuming everything went okay, the fiber traffic has, by now, been rerouted. The priority now is the copper (if damaged).
3. Put the backhoe to work digging back the copper on both sides of the fault and opening a ditch between what will become cut-in pedestals.
4. Now begin to assess the best way to restore the fiber.
5. Remember. It is going to be well worth the extra cable to try to get back to an existing splice point (within reason):
 - a. One end of the cable will already be prepared to splice
 - b. It will save a splice on the loss budget
 - (1) This will be one less splice point to eventually cause problems
6. Fiber splice points should be no closer than 700 feet of each other.

EWSD Alarm System Call Out Procedure

The alarm system will call a predetermined list of individuals, notifying them of any alarms requiring immediate attention. The call out order is as follows:

- 1) Internal office numbers (for notification during working hours)

- 2) Central office tech's home phone number
- 3) Management's home phone number

When receiving a call from the alarm system, the following message will be heard:

"Hello, this is 745-0099. The temperature is 72 degrees. The electricity is on/off. Critical/major alarm Floyd, VA EWSD. "Please acknowledge," dial "555" to stop the system from calling. It is the responsibility of the person who halts the alarm system to either respond to the alarm or contact someone else to respond.

Upon receiving an alarm, the called person can disable the alarm system by dialing 745-0099. When the system asks, "Please acknowledge," dial "555" to stop the system from calling. It is the responsibility of the person who halts the alarm system to either respond to the alarm or contact someone else to respond.

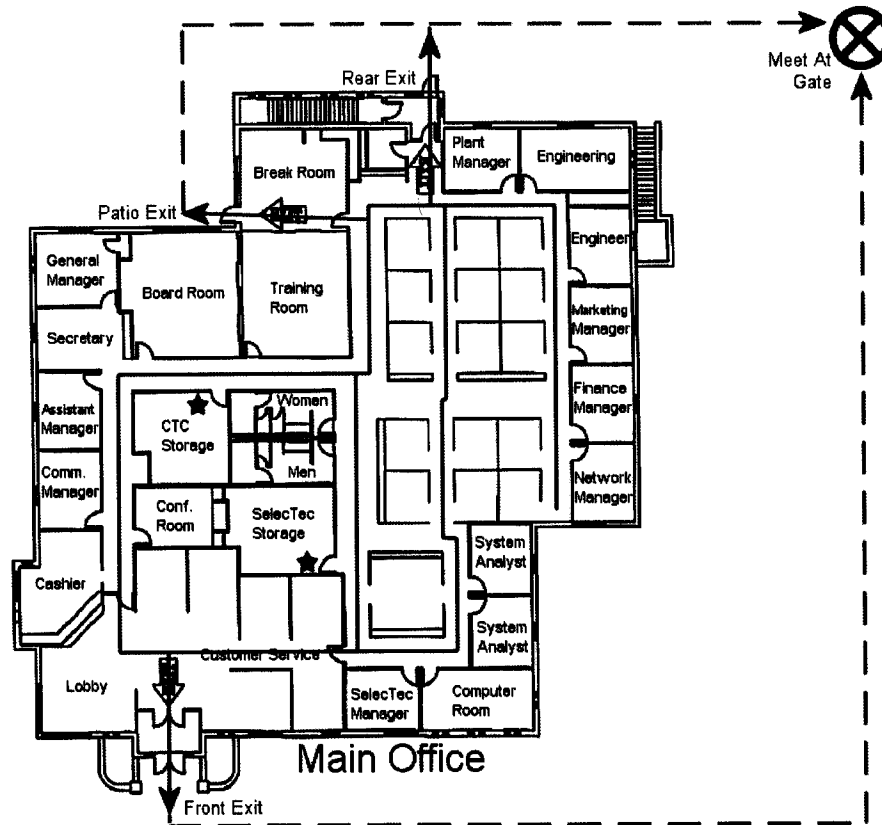
Main Building Alarm System Contact List

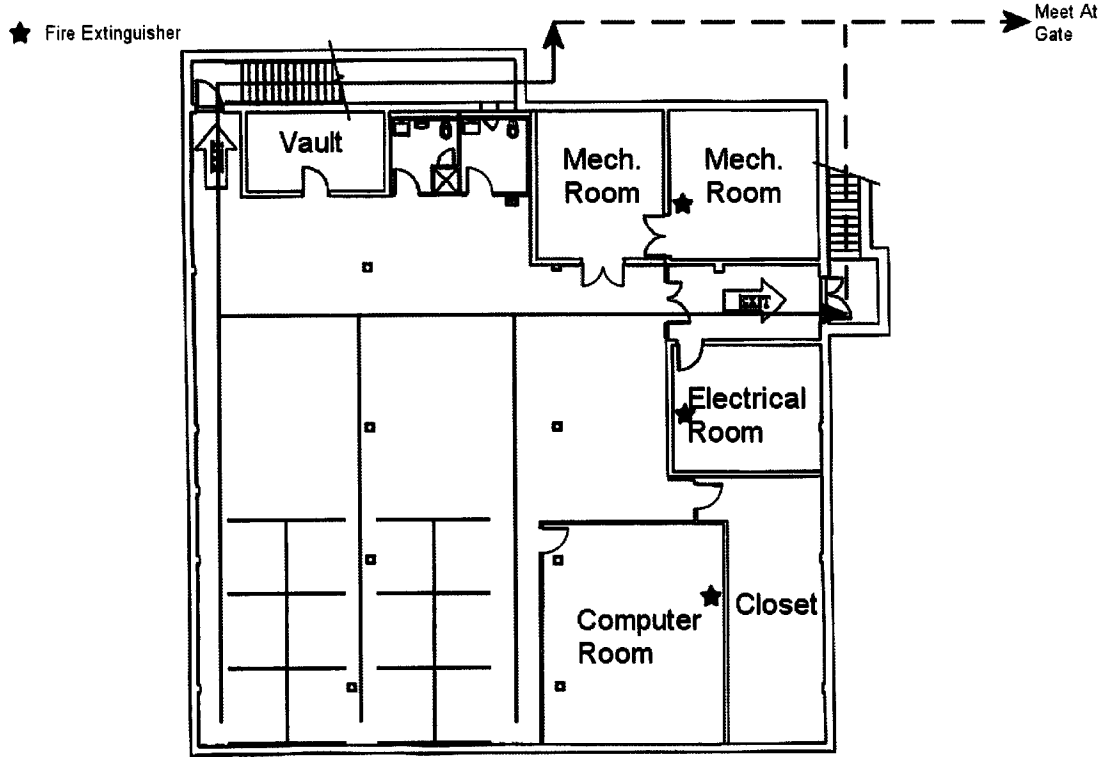
The Main Building Alarm system monitors the following alarms.

- 1) Sprinkler Alarm (Main Building)
- 2) Sprinkler Alarm (Warehouse)
- 3) Fire Alarm (Central Office)
- 4) Generator Alarm (Main Building and Central Office Generators)
- 5) UPS System Fault
- 6) Boiler Alarm
- 7) Chiller Alarm

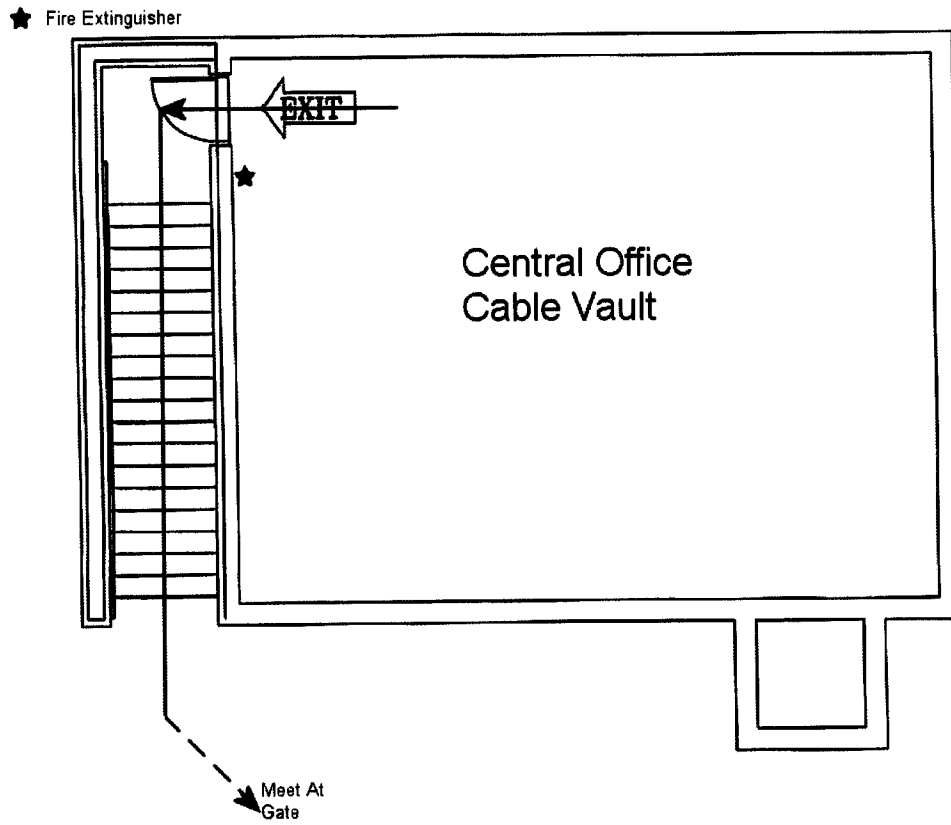
Emergency Evacuation Plan

★ Fire Extinguisher

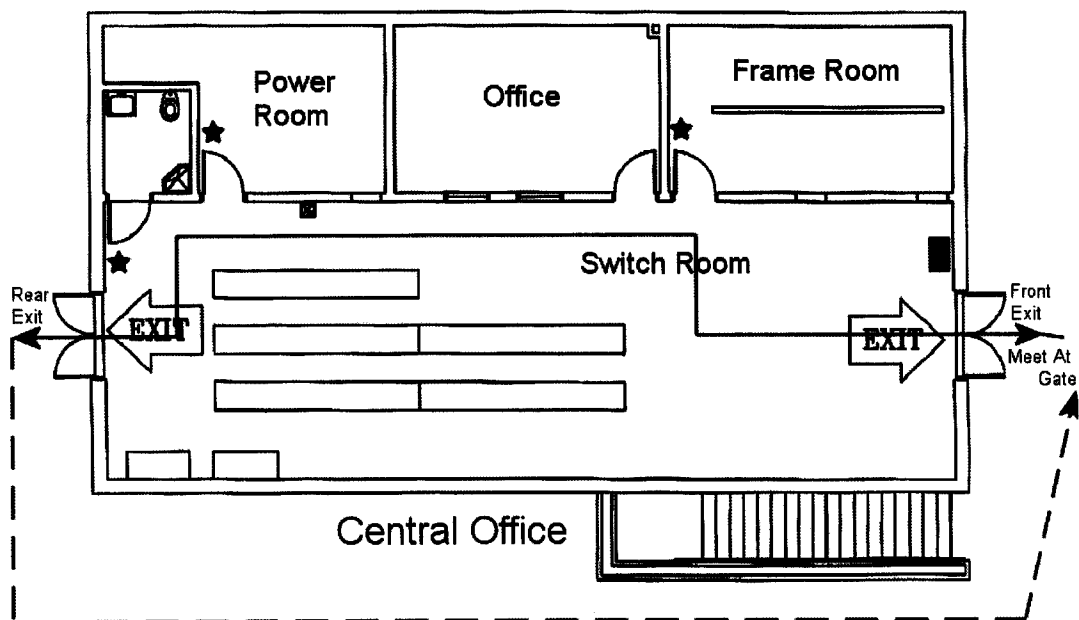




Main Office Basement



- ★ Fire Extinguisher
- FM-200 Control Panel



★ Fire Extinguisher

